

MANUFACTURING EXTENSION PARTNERSHIP

Success Stories from the Field

Metso

West Virginia Manufacturing Extension Partnership

WVMEP Provides Multi-Faceted Support for Metso Power

Client Profile:

Metso Power is a forerunner in fluidized bed combustion for the pulp and paper industry and power producers, and a global leader in chemical recovery systems to pulp and paper mills. Metso Power has designed and manufactured the world's largest recovery units and biomass-fired fluidized bed boilers. It has over 800 boiler and evaporator units installed worldwide. Metso Power's main operations are in Finland, Sweden, USA and Brazil, and has sales and engineering offices around the world. Metso Power has four production manufacturing units, one concentrating on new boiler production and three concentrating on service business. Metso Power's US operations located in Charlotte, North Carolina are devoted to sales, engineering and technology, with two service centers strategically located in Fairmont, West Virginia and Lancaster, South Carolina. The Fairmont Service Center is concentrated on tube shields, plate work fabrication and machining and employs 12 people.

Situation:

Metso Powers' Fairmont Service Center has grown from a small sheet metal shop, focusing mainly on tubeshield manufacturing, to a larger facility with the capabilities to handle complex fabrication work. During that growth period, several new production workers, new equipment, and new processes were all added to the Fairmont facility, as well as an additional 30,000 square feet to accommodate this growth. As the Fairmont Service Center grew, the management team realized they needed help in a variety of different areas so they could keep up with the challenges their growth presented them, while focusing on their core business needs. The West Virginia Manufacturing Extension Partnership (WVMEP), a NIST MEP network affiliate, was contracted to support them during this crucial time.

Solution:

WVMEP consultants met with Metso Powers' Fairmont Service Center management team to discuss their concerns and determine where and how the WVMEP could assist. During this meeting, several topic areas were discussed including training and documentation for health and safety, quality systems, engineering support, production management needs, process improvement, and other miscellaneous small projects. This project was unique in that it was impossible to layout a roadmap for success. The management team had no idea what problems they would face next. As a result, it was decided that a retainer contract between Metso Powers Fairmont Service Center and the WVMEP would best suit their needs.

WVMEP assisted with both document updates and new documentation for the Fairmont Service Centers' internal quality program, allowing the quality manager to focus on issues affecting the production floor. WVMEP consultants conducted air sampling and noise monitoring to ensure new processes were within OSHA (Occupational Safety and Health Administration) regulations; assisted in training several workers on the proper operation of industrial fork trucks; and provided American Red Cross approved CPR, first aid, and defibrillator training for several employees. In addition, WVMEP consultants provided engineering and production support. Some of the projects included basic

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engineering support for materials issues and design problems, training in 2D computer aided drafting applications, time management training, engineering detail drawing assistance during business spikes, internal proposal development to justify the addition of production and office staff to meet customer demands, and document development to assist in scheduling and managing engineering workload.

Results:

- * Realized cost savings of \$87,500 in health and safety
- * Realized cost savings of \$909,000 in engineering and production support.

Testimonial:

"I am very appreciative of the service the WVMEP have provided us. WVMEP has been very quick to fulfill technical gaps at the Fairmont Service Center, saving us a lot of time and money. The consultants we have worked with are professionals in every way, from a high level of education and knowledge of their skill, to applying that knowledge to our needs while working hands on with both our office and production staff. We have thoroughly enjoyed our relationship with the WVMEP and look forward to continuing that relationship in the coming years."

Chuck Kuretz, Plant Manager